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Annual Accountability
Report 1995-96

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SOUTH CAROLINA COMMISSION FOR THE BLIND (SCCB)

ANNUAL ACCOUNTABILITY REPORT

Fiscal Year 1995-1996

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Budget & Control Board
OFFICE OF STATE BUDGET

AGENCY MISSION

The South Carolina Commission for the Blind is committed to the promotion of dignity and the development of opportunities for independence for residents of all ages who are blind or severely visually impaired. Employment of individuals who are blind or severely visually impaired is the primary purpose of our mission. We serve a unique population with specialized needs because 85 percent of the information one receives from his or her environment is visual. Therefore, when vision is lost or significantly diminished it is imperative that specialized resources such as those at the South Carolina Commission for the Blind be available without the red tape. In addition to vocational rehabilitation services, the agency offers adjustment to blindness training. The Commission also operates an ongoing prevention of blindness program that assists customers with medical services which prevent the loss of sight, help restore sight or maintain visual functioning. All programs have the goal of maximizing our customers' potential for independent living and improving their quality of life. This mission embodies the legislative mandate that established the South Carolina Commission for the Blind in 1966.

PROGRAM GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

VOCATIONAL REHABILITATION

PROGRAM GOAL: To provide assistance to blind and severely visually impaired SCCB customers in securing productive employment and achieving economic independence. The goal is for each customer to reach his/her vocational potential.

PROGRAM OBJECTIVES:

To provide a variety of vocational rehabilitation services which will enable blind and severely visually impaired South Carolinians to obtain or maintain employment. To secure employment for at least 155 individuals during Federal FY 1995-96.

To place individuals in employment, 70% of which will be placed in jobs making at or above minimum wage.

PERFORMANCE MEASURES:

Workload:

- 1,097 customers were served by the Vocational Rehabilitation Division, from receipt of application through training and job placement.

Efficiency:

- \$ 3,972 annual cost per customer for general vocational rehabilitation services.

Outcomes:

- Out of the 155 projected closures, 158 were successfully placed in employment. 100% of established goals for successful vocational rehabilitation were met.
- Of the 158 individuals successfully placed, 68% were placed in jobs earning at or above minimum wage.
- Our 158 customers placed in jobs earn an estimated total income of \$1.3 million.

STATE-OWNED AND OPERATED REHABILITATION TRAINING FACILITIES

PROGRAM GOAL: The Ellen Beach Mack Rehabilitation Center offers a variety of training programs with emphasis on employment outcome to include adjustment to blindness, vocational evaluation, horticulture and business enterprises. This facility also provides the evaluation and entrance criteria for the Technical Services Division Training Program and Greenhouse Management. The Spartanburg Mini Center (also employment outcome oriented) provides an abbreviated approach to adjustment to blindness services for customers who select to enter a day program as opposed to one that is residential.

The Mobile Outreach Program provides short-term, community-based services across the state in the areas of daily living skills, adjustment to blindness, and orientation and mobility. Training bases encompass the Low Country, Upstate, Midlands and Western Piedmont regions. Mobile outreach training places more emphasis on adjustment to blindness skills than on employment outcome.

PROGRAM OBJECTIVES:

To process 100% of the requests for vocational rehabilitation training and make it available/accessible to eligible SCCB customers. To provide the following training based on individual need and level of independence desired: orientation and mobility (urban and rural environments), home and personal management, work adjustment and vocational evaluation, group and individual counseling, vocational training, woodworking, medical and low vision services, outreach, and communications (braille, typing, letter writing guides, etc.).

PERFORMANCE MEASURES:

Workload:

- 129 customers served in the Ellen Beach Mack Center (EBMRC).
 - 37 customers served at the Spartanburg Mini Center.
 - 256 customers served in the Low Vision Clinics.
 - 125 customers served in the Mobile Outreach Programs.
 - 547 total customer training participation.
- (* No Rocky Bottom contract during this time period.)

Efficiency:

- Average cost per customer \$1,526.

Outcomes:

- Total customers provided training:
 - 100% Orientation and Mobility Training
 - 89% Home and Personal Management Training
 - 100% Work Adjustment and Vocational Evaluation
 - 100% Individual Counseling
 - 100% Group Counseling

- 90% Vocational Training
- 81% Woodwork
- 100% Communications
- 100% Medical and Low Vision Services
- 100% Outreach Programs

(figures based on time period of 10/1/95 - 9/30/96)

- VOCATIONAL REHABILITATION
BUSINESS ENTERPRISE PROGRAM

PROGRAM GOAL: To provide remunerative employment for South Carolina's legally blind citizens and to provide public and private locations with high quality food service operations.

PROGRAM OBJECTIVES:

To oversee the operation of 115 vending facilities across the State.

To establish three new vending facilities.

PERFORMANCE MEASURES:

Workload:

- 115 vending facilities (snack bars, cafeterias, and full line vending) operated in public and private buildings.
- Combined total of 187 blind licensed vendors and helpers working in vending facilities.

Efficiency:

- \$6,839 cost per vending facility operation.

Outcomes:

- 100% of vending facility stands planned for establishment were opened.
- 7 customers began operating vending facilities during the year.
- Average \$22,192 earnings per vending facility.
- Average \$3,662 additional payroll paid per vending facility.
- Average \$2,374 sales tax paid per vending facility.
- Average \$29,661 reinvested in merchandise purchases per vending facility.
- Average \$57,943 sales generated per vending facility.

VOCATIONAL REHABILITATION
TECHNICAL SERVICES DIVISION

PROGRAM GOAL: To serve as the technological resource for SCCB customers and the community; to evaluate existing and potential job sites for equipment modifications that will enable individuals who are blind or severely visually impaired to perform specific job functions; to perform equipment modifications as necessary; to provide instruction in the use of high-tech adaptive equipment (computers); and to provide automation training for SCCB staff.

PROGRAM OBJECTIVES:

To address 100% of the requests for services that come through the Technical Services Division.

To train SCCB customers who meet established requirements.

PERFORMANCE MEASURES:

Workload:

- 18 consumers participated in the Assistive Technology Training Program.
- 7 students participated in the Summer Teen Program.
- 5 presentations were made and attended by 67 persons.
- 18 in-house demonstrations of assistive technology and 64 persons attended.
- 50 responses to requests for assistive technology information.
- 38 job-site evaluations.
- 11 installations of hardware and software.
- 3 de-installations of hardware and software.
- 148 calls for consumer assistance concerning PC's and assistive technology.
- 381 requests received for Braille services.
- 10,571 pages of braille were produced.
- 56,283 thermoform copies.
- 1050 man-hours of Office Automation Training for 140 staff were conducted.
- 80 nursing home contacts via mailings, calls and visitations.
- 14 in-service training sessions for nursing home staff.

Efficiency:

- \$10,284.35 generated from the production of braille.

Outcomes:

- Commission customers are more technologically skilled and better able to compete in the job market as a result of the Assistive Technology Training Program.
- SCCB provides on-site automation training for staff, thereby saving time/money and increasing staff efficiency.

- The Technical Services Division assists agencies, boards, commissions and employers in meeting ADA requirements.

VOCATIONAL REHABILITATION
EMPLOYMENT AND TRAINING DIVISION

PROGRAM GOAL: To provide appropriate job training, development and placement for South Carolina's employable blind/severely visually impaired population. To work closely with SCCB vocational rehabilitation counselors in placing clients in gainful employment. To conduct in-service sensitivity and awareness sessions for employers on ADA, sighted guide techniques, and attitudes regarding employment of individuals who are blind/severely visually impaired. To educate employers about incentives for hiring SCCB customers, i.e., on-the-job training, Work Opportunity Tax Credits, and the Second Injury Fund. To maintain a statewide Job Network Bank.

PROGRAM OBJECTIVES:

Each consultant is to develop 10 or more new employer contacts per month and maintain and follow-up employer listings in the job bank.

Each consultant is to be involved with a minimum of two placements per month and a minimum of two on-site studies which are detailed in a monthly report.

Each consultant is to be knowledgeable of reasonable accommodations in the area of technology for the blind and severely visually impaired and work closely with the Technical Division in providing these services.

PERFORMANCE MEASURES:

Workload:

- 41 on-the-job training (OJT) and/or placements during this fiscal year. The OJT's or placements included, but are not limited to: Hyatt in Myrtle Beach, Barnes Noble Bookstore, Riverbend Equestrian Center, Quincey's Steakhouse, Charles Aiken Academy, Winn Dixie, Ruby Tuesdays, White Oak Manor Nursing Home in Rock Hill, and Hampton Inn.

- 54 tours and job analyses.
- 83 customer referrals.

Outcomes:

- 486 new employer contacts; 139% of program objectives.
- 41 OJT and/or placements.
- 54 tours and job analysis.

VOCATIONAL REHABILITATION
TRANSPORTATION DIVISION

PROGRAM GOAL: To provide a safe and cost-efficient mode of transportation for SCCB customers who meet state and federal eligibility requirements.

PROGRAM OBJECTIVES:

To transport 100% of the eligible customers requiring transportation to medical appointments, SCCB office visits, training, work, meetings and school.

To provide every SCCB vehicle operator with life saving and drivers training within the first six (6) months of employment and three hours of driver training each quarter.

To ensure that each transportation vehicle receives its regular maintenance check within the time periods recommended by the SC Division of Motor Vehicle Management.

PERFORMANCE MEASURES:

Workload:

- 2,632 eligible customers requested transportation services.
- 15 vehicles to be maintained as recommended by the SC Division of Motor Vehicle Management.

Efficiency:

- The average cost of 5,316 trips made across the state was \$48 per trip with the average distance per trip of 68 miles. The cost includes salaries of drivers, full-time staff and vehicle operating costs.

Outcomes:

- 100% of eligible customers received transportation services.
- 100% of vehicles were maintained as recommended by the SC Division of Motor Vehicle Management.
- No vehicle accidents occurred in FY 1996.

DISABILITY DETERMINATION UNIT

PROGRAM GOAL: To make determinations of eligibility for Social Security Disability and Supplemental Security Income Benefits. To process claims that are filed in South Carolina, in which the claimant alleges he or she has a visual impairment of such severity that it prevents him/her from engaging in work activity.

PROGRAM OBJECTIVE:

To process all disability determinations in an accurate and timely manner.

To obtain medical records and when deemed necessary, purchase consultative eye examinations to provide evidence for claims adjudication.

To consider all claimants for possible referral to the other various agency departments whether awarded benefits or not.

PERFORMANCE MEASURES:

Workload:

- 475 disability determination decisions.
- 236 service referrals.

Efficiency:

- 99.1% annual accuracy rate.
- 35.8 days average processing time.

Outcomes:

- The SCCB Disability Determination Unit annually receives recognition from the Federal Review Component for its high accuracy rate.

PREVENTION OF BLINDNESS

PROGRAM GOAL: To prevent the loss of sight through the provision of eye medical services to indigent residents of South Carolina. To give priority to residents with the most sight-threatening or progressive eye diseases. To detect eye diseases in their very early stages through diagnostic eye examinations.

PROGRAM OBJECTIVES: (Used previous fiscal year's figures as base)

To provide Prevention of Blindness services to at least 1,241 persons.

To provide a minimum of 595 diagnostic eye exams and follow-up exams to detect serious eye diseases.

To sponsor a minimum of 326 ocular surgeries and treatments with priority given to the most sight-threatening procedures.

To provide at least 25 (5 per counselor per year) educational and awareness activities to ensure general knowledge to the public concerning preventable eye diseases and treatments.

PROGRAM MEASURES:

Workload:

- 1,359 persons served under Prevention of Blindness.
- 603 eye exams and re-exams sponsored.
- 278 surgeries and treatments sponsored.
- 24 educational and public awareness activities provided.

Efficiency:

- \$720 per person served.

Outcomes:

- 1,359 persons served under Prevention of Blindness with an objective of 1,241 (Success Rate 100%).
- 603 eye exams and re-exams sponsored with an objective of 595 (Success Rate 100%).
- 278 surgeries and treatments sponsored with an objective of 326 (Success Rate 85%).
- 24 educational and public awareness activities provided with an objective of 25 (Success Rate 99%).

CHILDREN'S SERVICES

PROGRAM GOAL: To afford children (birth to approximately age 16) who are blind or severely visually impaired the opportunity to develop maximum personal growth; to teach the skills necessary for optimal independent functioning through instruction with the family and child; and to develop competencies for mainstreaming blind and visually impaired children effectively within community programs.

PROGRAM OBJECTIVES:

(Based on an average of previous years' activities)

To provide case management, counseling and guidance, consulting services, diagnostic and developmental assessments, low vision services and design learning services to at least 440 families of children who are blind or severely visually impaired.

To receive at least 100 new referrals.

Provide transitional services (into the Vocational Rehabilitation Program) to at least 10 youths.

PERFORMANCE MEASURES:

Workload:

- 433 blind or severely visually impaired children, birth to age 16 served.
- 113 new referrals received.
- 10 customers received transitional services.

Efficiency:

- \$535 cost per child for case management services.

Outcomes:

- SCCB provided services to 433 children who are blind or severely visually impaired. Additionally, 10 youths were transitioned successfully into our Vocational Rehabilitation Program for a total number served of 443. 100% of goal obtained.
- SCCB received 113 new referrals which exceeded our projected goal of 100 new referrals.
- 10 youths were provided with transition services into our Vocational Rehabilitation program. 100% of goal was obtained.

INDEPENDENT LIVING FOR THE OLDER BLIND

PROGRAM GOAL: To provide the older blind person (defined as age 55 years and older) in South Carolina with instruction in skills of daily living, so they may remain independent in their homes. To provide information and referral in the area of eye diseases as they relate to the aging process. To apprise older persons and their families of other services available in the community. Another goal of the program is to identify and serve the estimated number of older blind and severely visually impaired in our state (* approximately 15,628) who do not know about or have not accessed blind rehabilitation services available to them.

PROGRAM OBJECTIVES: (Used previous fiscal year's figures as base)

To provide adjustment to blindness skills training to at least 226 older blind individuals according to individual need and expressed desires.

To provide counseling and support to at least 383 older persons experiencing vision loss.

To provide information and resources to families of at least 383 older persons experiencing vision loss.

To recruit, employ, and train 11 part-time independent living coordinators to assist existing professional staff in educating, finding and linking older blind and severely visually impaired individuals to available needed services. (figures from the Title VII Chapter 2 Grant)

To increase, by at least 100%, the number of older blind and severely visually impaired individuals who utilize the independent living services of SCCB. (figures from the Title VII Chapter 2 Grant)

To cooperate, coordinate with, and serve as a resource to all federal, state and local entities providing services for older persons.

PERFORMANCE MEASURES:

Workload:

- 337 individuals served.
- 218 new referrals in the first six months of 1996.

Efficiency:

- \$500 (one-time expenditure) per person for independent living training.
- \$150 per customer for services directly related to maintaining independent living skills.

- \$230 per individual for in-home or community-based training in adjustment to blindness.

Outcomes:

- 337 persons served with an objective of 226 (Success Rate 100%).
- 401 persons provided counseling and support with an objective of 383 (Success Rate 100%).
- 401 families provided information and resources with an objective of 383 (Success Rate 100%).
- 9 of 11 independent living coordinators recruited, employed, and trained (Success Rate 81%).
- 218 new referrals to increase caseload (337) by 100% (Success Rate 64%).

The Independent Living for the Older Blind program is extremely cost-effective in that it costs \$19,710 annually for a person to receive nursing or residential care, (based on Medicaid rates of \$54 per day) in comparison to a \$500 (one-time expenditure) to teach an individual independent living skills. The program also continues to be involved with other agencies or departments providing services to older adults. These include the Governor's Office, Division on Aging's Summer School of Gerontology and various other local and state task forces and committees.

* Estimate from the National Center for Health Statistics

EDUCATIONAL RADIO FOR THE BLIND

PROGRAM GOAL: To provide 126 programming hours per week of timely access to conventionally printed material necessary for daily living. To utilize an average of 70 volunteer readers to produce 90 hours of local information. The remaining 36 hours per week will originate from satellite links to the Public Radio Satellite System and the Minnesota Radio Talking Book Network. Information provided by the South Carolina Educational Radio for the Blind is accessible 18 hours per day, 365 days per year, from 6:00 am to midnight. Programming is based on listener surveys, demographic characteristics and availability of publications.

PROGRAM OBJECTIVES:

To provide immediate access to information from the three major daily newspapers in South Carolina seven days a week. Two other S.C. newspapers and one national newspaper are aired five days per week. Emphasis is given to items not available through commercial broadcast media such as the obituaries, editorials, feature columns and news analysis pieces.

To provide a wide variety of information from nine South Carolina and two national newspapers organized by topic so listeners can easily find information in their areas of interest.

To provide readings from weekly and monthly periodicals, those published nationally and those specifically for South Carolinians.

To provide serial readings of national best-selling books and books by local authors so listeners can read them while the books are current.

To provide specially tuned radio receivers to eligible customers which enable them to access the programming.

PERFORMANCE MEASURES:

Workload:

- Provided 6,552 hours of programming in the following manner:

Daily newspapers.....	1,898 hours
Topical programs.....	2,184 hours
News.....	910 hours
Magazines.....	676 hours
Books.....	780 hours
Music/Specialty.....	104 hours

- Locally produced programming accounts for 4,680 hours per year. Satellite feeds from the Public Radio Satellite System make up 1,248 hours and recordings from the Minnesota Radio Talking Book Network provide 624 hours each year.

Efficiency:

- Actual cost of producing programming with volunteer readers is \$5.39 per customer per year.
- Projected cost of producing programming using paid readers is \$12.03 per customer per year.
- Projected cost of providing individual readers to 3,523 people for 90 hrs/week each year is \$23,030.12 per customer per year.
- One-time cost of adding 170 new customers in 1995-1996 Fiscal year was \$31.74 per customer.

Of the 170 customers added in July 95 - June 96:
24 referred by Vocational Rehabilitation Division.
52 referred by Prevention of Blindness Department.
87 in Federal category.
7 other.

Outcomes:

Educational Radio for the Blind listeners were kept apprised of current events and up-to-date medical, health, educational, "how-to," etc. information. Information was provided in the most economical and expeditious manner possible.

VOLUNTEER SERVICES

PROGRAM GOAL: To provide volunteers for customer services offered by the South Carolina Commission for the Blind. Agency volunteerism falls into two broad categories: those who record print material for the South Carolina Educational Radio for the Blind and those who perform duties ranging from the braille library, Children's Services, non-broadcast tapings and special events.

PROGRAM OBJECTIVES:

To have volunteers produce a quality product that is accurate, worthy of broadcast and/or dissemination to SCCB customers.

To maintain an adequate number of volunteers to meet the agency's demands.

PERFORMANCE MEASURES:

Workload:

- Number of volunteers per quarter: 1st qtr. was 118; 2nd qtr. was 112; 3rd qtr. was 120; 4th qtr. was 124.
- Total hours worked per quarter: 1st qtr. was 2,106; 2nd qtr. was 1,884; 3rd qtr. was 1,963; 4th qtr. was 2,023.

Efficiency:

- Value to agency per quarter: 1st qtr. was \$16,086.14; 2nd qtr. was \$14,900.77; 3rd qtr. was \$15,505; 4th qtr. was \$15,959.

Outcomes:

- The Volunteer Services Department met requests for services by 100%.
- Volunteers saved the agency \$62,450.91 in FY 95-96.



MEDIA CENTER

PROGRAM GOAL: To operate as the production clearinghouse for braille, tape, or large print material for use by legally blind residents of South Carolina. To provide on-site library services for SCCB customers. To produce materials for SCCB customers, staff, state or federal agencies, school districts, or individuals who need information in the media that blind and visually impaired persons utilize. The Center provides textbooks in braille to students enrolled in public and private schools throughout the state.

PROGRAM OBJECTIVES:

To assure accurate transcription of printed material into braille, large print, and/or on audio tapes.

To process 100% of material submitted to the Media Center.

To maintain accurate records of all activity (transcription and research).

PERFORMANCE MEASURES:

Workload:

	# of requests	% of increase Over FY 94-95
- Braille	1,339	27%
- Tape	1,089	28%
- Large Type	1,172	33%

- 3,600 Persons Served
- processed 271 textbooks consisting of 3,911 volumes and 254,215 braille pages.

Efficiency:

- Services are provided with no direct cost. 23 volunteers produced material in braille, tape, or large print.
- 7,815 volunteer hours

Outcomes:

- In FY 95/96 the Media Center experienced a 29 percent increase in all activity in comparison to the previous fiscal year. The Media Center assures information is available in the format(s) individuals who are blind or visually impaired desire. As a result, the Commission meets ADA requirements in all communication disseminated.

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